

FROM: Mark S. Conrey, 911 Chief of Communications, Douglas County

TO: Nebraska Public Service Commission

SUBJECT: Comments concerning Application No. 911-001/PI-52, Progression Order No. 2, Appendix A, dated December 18, 2001.

Appendix A. Para I B.

Testing; Fund Distribution After Approval: After going through two deployments of Phase I wireless, this paragraph is too open ended and does not allow necessary approval of the implementation process. There are no assurances that problems have been corrected and that retesting, where required, is completed. The provision that testing will be deemed properly completed upon written approval of the Director of the Wireless Enhanced 911 Fund is questionable since the Director is not involved in the testing, has little or no knowledge of the results, nor has any indication that the problems are legitimate or corrected. The fact that the Director may or may not give weight to problems experienced by the PSAP's is also matter of concern. Testing is crucial to the implementation and not all PSAP's are aware of what needs to take place. To help facilitate Director involvement I would like to see this paragraph restructured to the following.

The Wireless Carrier must have an approved Test and Acceptance Plan on file with the Director of the Wireless Enhanced 911 Fund. The Test and Acceptance Plan will identify phone dial plans to be tested. The plan should include, as a minimum, an activated phone, a non-activated phone (one which does not have subscribed service), a roamer/traveler phone, and any pre-paid dial plans. It will identify the procedures that the wireless testers will use, as well as how the results will be documented by the wireless carriers and the PSAP's. Prior to the actual testing, the wireless carrier will forward a copy of the approved Test and Acceptance Plan as well as the specific cell sector test plan for the PSAP jurisdiction to be tested. The Wireless carrier and the PSAP will mutually agree to test date and times. The Wireless carrier and the PSAP will annotate and complete their portions of the test plan. Once the accuracy of the ANI/ALI displays, selective routing, and default routing has been verified according to the approved test procedures, each entity will complete their portion of the test plan and forward it to the Director of the Wireless Enhanced 911 Fund. Any discrepancies identified during the test should be corrected and retested prior to signing the test plan. The signature of the PSAP on the completed test plan will signify PSAP's acceptance of the test results. The Director of the Enhanced Wireless 911 Fund will be responsible for resolving any deviations from the Test and Acceptance Plan. The Director, after reviewing the Wireless Carriers and the PSAP's test results, will be responsible for approving the implementation and notifying the Wireless Carrier and PSAP of that fact. The Wireless Carrier is then eligible to submit their invoice to the Commission for reimbursement for costs that have been previously approved by the Commission.

Appendix A, para II A (1-9):

Wireless Carrier Implementation Plan:

While I wholeheartedly agree with the need to obtain the information required in the Implementation Plan. This is a very cumbersome requirement on the Wireless Carrier because there is potential for the carrier to have to submit every time a PSAP requests Phase I Wireless. I would like to suggest that the verbiage in Section II para A 1 be changed to:

1. **Wireless Carrier Implementation Plan:** Upon receipt of a request for wireless E9-1-1 service from an eligible PSAP within the State, a wireless carrier must develop an implementation Plan for providing service within the State of Nebraska. Each Wireless Carriers Implementation Plan will be reviewed and approved by the Commission based on recommendations of the Advisory Board. The plan will be utilized by the Director of the Enhanced Wireless 911 Fund for the disbursement of funds for eligible costs as specified in the approved plan. A wireless carrier's written funding request, which is described below, will not be accepted unless that wireless carrier has an implementation plan filed with Commission. There is no particular format for the plan but it must identify the following:

Suggest that a new paragraph be added to the Implementation Plan that specifies the Points of Contact for the carrier through implementation and on-going database and network management. Since there is no real requirement for service agreement with some carriers the PSAP's do not have this information documented. By having documented in the State at least each PSAP will be able to get the information at a central location.

10) Indicate the Point of Contact and contact information to include phone number, fax number and e-mail address for the Wireless Carrier through implementation and the on-going database and network management Points of Contact for problems identified after implementation.

(Note: In this manner each wireless carrier must only submit one plan. Each PSAP implementation will utilize the funding structure identified in the plan. If a wireless carrier encounters unprogrammed costs or problems, then that request for funding can be handled as a specific funding request in a manner determined by the Commission and the Advisory Board. This procedure would also allow compliance with Section 10 of LB 585 or State Statute 86-2207. It should also be noted that all Advisory Board members will probably be required to sign Non-disclosure certificates to protect proprietary information.)

1.b. A wireless carrier must notify the Director of the Enhanced Wireless E911 Fund of all additional requests for Phase I service. If there is a question as to the ability or eligibility of the PSAP to receive Phase I service, the carrier will submit their questions to the Director who will verify ability and eligibility. If a wireless carrier finds

a need to change their Wireless E911 Plan, then the changes will be submitted to the Director for approval by the Commission based on the recommendation of the Advisory Board.

Appendix A, Section II, para A.2

Wireless Carrier Written Funding Request:

Section II, Para 2.a 1). Suggest that the following be added:

Non-recurring costs, including network equipment, tariff costs paid to a local exchange carrier for services for wireless E911 that are not being billed to the PSAP, software, network access fees, number of access lines.

Section II, Para 2. d. **Eligible Costs:**

The elements of this paragraph are not needed since they are covered in the legislation. The legislation requires that the commission, in consultation with the advisory board, will establish fund disbursement applications and standards and criteria concerning the level of fund disbursement for each application. The legislation then specifies what purposes will be eligible for funding. By trying to anticipate the exact elements that are eligible for funding by the wireless carrier there is no equality with the eligible costs for the PSAP's. The wireless carrier is allowed to recover costs for their implementation plan and there is no such allowance for the PSAP. I can assure you that the time and effort expended by each PSAP for implementation, from gathering data, address verification, and testing are just as extensive for the PSAP and yet the PSAP is not allowed to recover their costs for these elements. It might benefit the process, if the paragraph was re-written in the following manner.

**Eligible Costs:** Costs eligible for reimbursement are specified in Nebraska State Statute 86-2210. Costs identified by the wireless carrier in their implementation plan will be reviewed by the Enhanced Wireless 911 Advisory Board for eligibility and forwarded to the Commission for their approval. If there is a question as to the eligibility of a cost element, identified in the implementation plan, then a hearing as specified in para c above may be scheduled. If a cost occurs to the wireless carrier in addition to those identified in their implementation plan, a written funding request specifying the costs will be forwarded to the Commission for a determination.

Section II, Para 2 e 1) thru 4). The amount of reimbursement that a wireless carrier is entitled to receive on a recurring basis may be calculated in one the following ways: This paragraph is not needed since it must be identified in the wireless implementation. I would suggest that it be rewritten in the following manner:

Section II, Para 2 e: Recurring costs will be billed to the Enhanced Wireless E911 fund. The Director of the Enhanced Wireless E911 Fund will utilize the approved implementation plan for the disbursement of funds in accordance with identified recurring costs specified in the plan.

Delete Section II, Para 2 f.

**Section II, Public Safety Answering Point (PSAP) Guidelines:** Please consider changing this to III. It is very difficult to identify what paragraph you are in when you have two Section II's

**PSAP Implementation Plan:** I would suggest that the Advisory Board, the Commission and the director will need more information from the PSAP to help determine the eligibility of the PSAP for Phase I and to help program costs for Phase II implementation. It would provide a baseline for the Board to use when they evaluate changes and upgrades. An annual report is also required by Nebraska State Statute 86-2205 so I would recommend that an implementation plan or updated plan be required on an annual basis.

I would suggest the following changes:

1. **PSAP Implementation Plan:** A PSAP seeking funding from the Enhanced Wireless 911 Fund must have an implementation Plan of file with the Commission. This plan must be updated whenever a change occurs, such as a new wireless implementation, but at least annually to meet the requirements of Nebraska State Statute 86-2205. Each PSAP Implementation Plan will be reviewed and approved by the Commission based on recommendations of the Advisory Board. The plan will be utilized by the Director of the Enhanced Wireless 911 Fund for the disbursement of funds for eligible costs as specified in the approved plan. A PSAP's written funding request, which is described below, will not be accepted unless that PSAP has an implementation plan filed with Commission. There is no particular format for the plan but it must identify the following:

- a. Identify of the LEC, who provides 911 service to the PSAP:
- b. Location of the selective router used to provide Enhanced 911 to the PSAP, to include router make and type:
- c. The configuration of the PSAP, to include the number of incoming 911 trunks, the number of trunk groups supported. The number of direct transfer lines, the jurisdiction of those transfer lines and whether or not the jurisdiction is supported by the same selective router;
- d. Type of CPE equipment utilized at the PSAP. The CPE equipment needs to identify the type of back room equipment utilized as well as the version of the software it uses. It needs to identify whether it is capable of receiving 10/20 ANI information. The capacity of the back room equipment needs to be

identified to include the number of incoming trunk lines that the equipment can support;

- e. Type of 911 handsets utilized by the PSAP, to include version of the equipment and version software that is being utilized;
- f. Jurisdictions serviced by the PSAP to include Primary jurisdiction as well as all secondary police, fire and EMS jurisdictions which the PSAP has primary responsibility. Also identify any shared jurisdictions served by the PSAP;
- g. If a PSAP has a back-up center, please identify the above elements for the back-up center, and indicate whether it is staffed or unstaffed;
- h. Population served by the PSAP.
- i. Volume of calls handled by the PSAP. The call volume should indicate, wireline 911 calls, wireless 911 calls, and non-emergency seven digit calls;
- j. The authorized staffing level of the PSAP and possible training implications and costs for Phase I wireless;
- k. The number of Phase I requests that have been submitted and to whom. A copy of the request for Phase I service will suffice;
- l. Identify the carriers that are currently providing Phase I wireless service;
- m. Identify who provides your ANI/ALI data, if it is off site the location and the number of data circuits presently be used. Estimate if additional data links circuits will be required;
- n. An implementation and recurring cost breakdown charged by the LEC for receiving wireless Phase I calls. A copy of a signed service agreement that details these costs will suffice providing that an addendum is provided for each wireless carrier that implements Phase I service in the PSAP area;
- o. Identify any potential costs impacts outside of LEC costs. These would include equipment upgrades, software upgrades, costs to maintain connectivity with adjacent jurisdictions, back up center upgrades etc.;
- p. Identify if your jurisdiction is totally addressed for enhanced 911 service. If only a portion of your jurisdiction is addressed, identify those portions of your jurisdiction that are not appropriately addressed;
- q. Identify if your jurisdiction is support by an accurate GIS map utilizing state plane latitude and longitude;

- r. Identify if your jurisdiction is supported by a Computer Aided Dispatch system and if there are any impacts or potential impacts for wireless E 911 and the estimated costs for correcting those impacts;
  - s. Identify if your PSAP has the capability for accepting Phase II calls;
  - t. Identify the PSAP manager, the PSAP Point of Contact for Phase I implementation, and the PSAP's MSAG Point of Contact;
2. **Written Funding Request:** Suggest the following addition for para a.
- a. A request must be accompanied by a statement of costs. Where the costs incurred from the LEC is covered by a tariff and specified in a service agreement then costs do not need to be unbundled. Any cost not covered by an approved tariff must be accompanied by a statement of unbundled costs incurred or to be incurred for implementation and operation of enhanced wireless 911 Phase I. *The rest can stay the same.*

**D. Deadlines:** The location of this paragraph indicates that only PSAP's have deadlines. If this is to be fair and equitable then both the PSAP and wireless carriers must abide by your deadlines. In addition, there are a few PSAP's that have implemented Phase I wireless with some carriers. This has been with the knowledge of the Director. Since this is being approved past the December Deadline and all parties will have to wait until March to get approval, in fairness to everyone it would be beneficial to make some kind of allowance. In addition, not all the state is coming up at the same time, and having to wait six months for reimbursement after June 2002 poses an undue financial burden on some parties.

Section II , Para F. The following may be eligible costs for the PSAP's. The elements of this paragraph are not needed since they are covered in the legislation. The legislation requires that the commission, in consultation with the advisory board, will establish fund disbursement applications and standards and criteria concerning the level of fund disbursement for each application. The legislation then specifies what purposes will be eligible for funding. By trying to anticipate the exact elements that are eligible for funding by the wireless carrier there is no equality with the eligible costs for the PSAP's. The wireless carrier is allowed to recover costs for their implementation plan and there is no such allowance for the PSAP. I can assure you that the time and effort expended by each PSAP for implementation, from gathering data, address verification, and testing are just as extensive for the PSAP and yet the PSAP is not allowed to recover their costs for these elements. It might benefit the process, if the paragraph was re-written in the following manner.

Para F.  
Costs eligible for reimbursement are specified in Nebraska State Statute 86-2210. Costs identified by the PSAP in their implementation plan will be reviewed by the Enhanced

Wireless 911 Advisory Board for eligibility and forwarded to the Commission for their approval. If there is a question as to the eligibility of a cost element, identified in the in the implementation, then a hearing as specified in para E above may be scheduled. If a cost occurs to the PSAP in addition to those identified in their implementation plan, a written funding request specifying the costs will be forwarded to the Commission for a determination.